

City of Berlin

Part Time Desk Attendant

Title Part Time Desk Attendant

Department(s) Library

Reports to Library Director

Job summary

The Part Time Adult Department Desk Attendant is expected to do routine manual and clerical work in accordance with well established procedures at the Berlin Public Library.

Summary of essential job functions

- Establishes and maintains effective customer relations
- Practices patron and coworker confidentiality as required by law
- Assists Berlin residents in the acquisition of library cards
 - Verification of Berlin residency, necessary forms and copy of NH license, input of patron personal data in ATRIUM issue of barcoded patron card
- Assists nonresidents in the acquisition of library cards
 - Necessary forms, copy of license, \$25 non-resident fee, input of patron personal data in ATRIUM, issue of barcoded library card
 - Maintains nonresident patron files to insure timely payment of annual nonresident fee
 - Alerts nonresidents as to when their fee is due
- Processes all new non fiction
 - Taping date slip, stamping BPL, creating spine labels, covering books and print out barcodes
 - Input of information into ATRIUM: date, subject, title, author, publisher, summaries, cost # of pages
- Reserves books for patrons using the automated system and alerts them when it becomes available.
- Checks out books, periodicals and movies to patrons and returns items to shelves upon their return
- Answers telephone inquiries
- Makes copies, faxes, scans for patrons
- Assists individuals in the use of microfilm readers
- Takes phone and written requests for research, articles, obituaries and sends it to patrons via mail, or e-mail
- Makes minor repairs to books, covers softcover books with adhesive covering
- Processes InterLibrary loans for pick up and distribution
- Keeps library statistics
- Assists patrons with computer related questions and problems.
- Sorts mail, newspapers and periodicals
- Processes periodicals in ATRIUM for loaning to patrons.
- Performs other tasks as requested by the Library Director.

Minimum requirements

Minimum of a high school diploma and some experience in general library work is preferred. This individual answers directly to the Library Director. He/she must be able to understand and follow written and oral instruction.

Abilities required

The ability to learn routine processes and procedures, and the ability to write legible and keep accurate records and library statistics is essential. A working knowledge of the principles and practices of library science, library procedures and techniques is desirable. He/she should be adept at handling standard office equipment used in library functions and must be willing to assist patrons in research and book selection. Ability to lift items weighing 10-15 pounds.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Additional information

HR use only	
Job code	
Generic title	Administrative Clerk
Pay grade	Per AFSCME contract.
Management? (Yes/No)	No
E/NE status	
Last revised	1/7/2020

Department Head Signature

Date _____

City Manager Signature

Date _____